



## **Job Announcement**

### **Operations Manager**

**January 28, 2020**

**Sierra Ambulance is seeking qualified candidates for the position of Operations Manager.**

**Filing Period:** Immediate opening  
Will close when sufficient applications are received.

Sierra Ambulance is the exclusive 9-1-1 provider of paramedic ambulance service to eastern Madera County and parts of Mariposa County, including parts of Yosemite National Park. Sierra is a non-profit, 501c3 charitable organization and has been in continuous operation since 1965. We employ approximately 30 paramedics and EMTs. Our staff is represented by the United Steel Workers, TEMSA local 12-911. We operate stations in Oakhurst, Coarsegold and Bass Lake.

The Operations Manager is responsible for the daily efficient operation of the Service. He or she reports directly to the Executive Director and oversees other support personnel, i.e., Support EMT, Outreach Coordinator and other operational positions that may be developed in the future. The Operations Manager's primary responsibility is to be keenly aware of the Service's mission/vision, goals, policies and procedures, so that he/she may foster and facilitate those values and goals among all staff.

The Operations Manager is a salaried, Fair Labor Standards Act exempt, at-will position. This institution is an equal opportunity provider and employer.

It is the responsibility of all levels of management to build and foster a work environment that is positive, encouraging excellence, and personal and professional growth. The Operations Manager is responsible to set an appropriate example and to be a model for the staff to follow.

The Operations Manager is responsible for the daily operations of the Service. He/she will be responsible, either directly or indirectly through appropriate delegation of responsibilities, for the following:

1. Reports directly to the Executive Director routinely about daily activities and pending issues.
2. Is directly involved in developing or updating policies and procedures as necessary.
3. Is directly involved in hiring, orientation and training of new employees.
4. Participates in the employee disciplinary process.
5. Is responsible to address clinical, training and remediation issues.
6. Staffs an ambulance as needed.
7. Respond to the scene of Multi- casualty Incidents, (MCI's), multiple ambulance calls, hazardous materials incidents, cardiac arrests, violent crime scenes and any other unusual incidents, as needed.

NOTE: These statements are intended to describe the general nature and level of work being performed by employees in this position, and are not to be construed as an exhaustive list. In addition, they do not establish an employment contract, as employment with Sierra Ambulance Service is always at-will. This institution is an equal opportunity provider and employer.

8. Will assure that the initial investigation of work-related accidents, illness and injuries is performed.
9. Will be the direct liaison with the collective bargaining unit, TEMSA/USW local 12-911 and our local shop stewards.

During the course of duty, when scheduled as Administrator on Call, the Operations Manager will remain available for the full 24-hour period to crews, dispatch or any other entity needing such contact. He/she will supervise the staffing of additional ambulances as needed and monitor field responses. The crews and dispatch will always be kept advised as to his/her status and availability. He/she will monitor radio traffic regarding ambulance dispatches during the course of the workday.

### **Hours**

The basic number of hours, inclusive of scheduled ambulance hours and administrative hours, will normally be between 40 and 50 hours per week. Due to the nature of EMS, it is understood that the combination of these hours may vary to meet operational objectives and may occasionally require additional hours beyond the normal work week.

### **Administrative Duties**

In addition to the basic job description listed above, the Operations Manager will have areas of responsibility as assigned by the Executive Director. These areas of responsibility may be delegated to other capable staff as appropriate. These will include, but will not be limited to:

1. Represent Sierra Ambulance Service to the community, allied agencies and the health care community.
2. Monitor employee scheduling.
3. Monitor and implement OSHA programs, including the IIPP and Exposure Control Plan.
4. Assist with ongoing training.
5. Liaison with fleet maintenance coordinator.
6. Attend Board of Directors meetings as available.

### **Financial Authority**

1. May make or authorize purchases for routine supplies and equipment, within budgetary constraints.
2. May authorize equipment maintenance/repairs.
3. May NOT contract or make financial commitments on behalf of the Company.

### **Human Resources Authority**

1. May access employee personnel files.
2. May request hiring of employees to meet scheduling and unit deployment needs.
3. Will participate in candidate selection process and recommend candidate hiring.
4. May discipline employees up to the point of a one-week suspension with Executive Director approval and within the provisions of the Collective Bargaining Agreement in effect at that time.
5. May recommend employment termination to the Executive Director within the provisions of the Collective Bargaining Agreement in effect at that time.

NOTE: These statements are intended to describe the general nature and level of work being performed by employees in this position, and are not to be construed as an exhaustive list. In addition, they do not establish an employment contract, as employment with Sierra Ambulance Service is always at-will. This institution is an equal opportunity provider and employer.

6. May NOT approve leaves of absence, changes to work week, or employment status change requests.

### **Communication Authority**

1. May NOT release employee-related information.
2. May release call-related information.
3. May release Company-related information.
4. May use Company letterhead with cc to the Executive Director.
5. May communicate to the media with cc to the Executive Director.

### **Minimum Requirements**

1. Valid CA driver's license
2. Valid Ambulance Drivers Certificate
3. Valid California paramedic license
4. Valid CCC EMSA paramedic accreditation
5. Five years as a paramedic
6. Experience as a supervisor or manager
7. Ability to perform the job requirements listed in the paramedic job description
8. Proficiency with word processing, presentation and spreadsheet software

### **Preferred**

1. Bachelor's degree preferred
2. NEMSA Education certification
3. Experience in teaching and training

### **Compensation**

Competitive salary with a great benefits package, including excellent health, vision, and dental benefits

### **Please send interest letter and resume to:**

Executive Director  
Sierra Ambulance Service  
PO Box 2307  
Oakhurst, CA 93644  
Or email to: [edwardg@sierraambulance.org](mailto:edwardg@sierraambulance.org)

NOTE: These statements are intended to describe the general nature and level of work being performed by employees in this position, and are not to be construed as an exhaustive list. In addition, they do not establish an employment contract, as employment with Sierra Ambulance Service is always at-will. This institution is an equal opportunity provider and employer.